14 FAH-4 H-250
INCOMING POUCHES

(CT:DPM-11; 07-31-2014)
(Office of Origin: A/LM)

14 FAH-4 H-251 PICKING UP INCOMING POUCHES

(CT:DPM-11; 07-31-2014)

a. After receiving classified pouches from the courier, post's escort is not to stop or leave the pouches unattended until the pouches reach post's controlled access area. *All agencies share pouch* escort duty at *posts* that use the classified pouch (see 12 FAM 151.1, paragraph a).

b. Unclassified pouches must be retrieved from the airport as soon as possible after arrival. The employee, contractor, or commercial freight forwarder receiving the pouches from the carrier must compare the number of pouches with the airway bill before leaving the airport facility. Report all pouch discrepancies to the Pouch Control Officer (PCO) and the Diplomatic Pouch and Mail (DPM)Answerperson *(*DPM-Answerperson@state.gov) *immediately.*

14 FAH-4 H-252 RECEIVING INCOMING POUCHES

14 FAH-4 H-252.1 Opening Pouches

(CT:DPM-11; 07-31-2014)

a. Check for *a* tag and *the* seal integrity. *If the seal is* missing or broken on unclassified pouches, report the situation to the PCO, contact the originator by email; copy DPM-Answerperson@state.gov; *and process through the Post mail screening facility, as the safety of the pouch contents cannot be assured. If the seal is* missing or broken on classified pouches, follow the procedures in 14 FAH-4 H-213.2-5 to report a suspected compromise of pouch contents.

b. Only Top Secret-cleared U.S. *citizen employees* may open classified pouches. The PCO may designate Locally Employed Staff or other employees to open unclassified pouches (except *those identified as an Unclassified Controlled Air Pouches* (UCAP)*, which* must be opened by a Top Secret-cleared U.S. citizen *employees*) *in the classified mailroom*.

c. Each pouch must have Form DS-3082, Pouch Invoice Form (see14 FAH-4 H-232.1, paragraph and 14 FAH-4 H-242). The form should be on the top of the items in the pouch. Pouch bags must not be stored or reused until the invoice is located. If no invoice is found, contact the originator via e-mail *and* copy DPM-Answerperson@state.gov.

d. The employee opening the pouch must verify that the pouch contents match the Pouch Invoice.

e. Posts receiving pouch containers that are not properly prepared (such as multiple items in a W bag or overweight bag) must notify the originator by *email and* copy DPM-Answerperson@state.gov.

14 FAH-4 H-252.2 Reporting Delayed or Missing Pouches

(CT:DPM-11; 07-31-2014)

a. Any break in the sequence of pouch invoice numbers indicates that the pouch has been misrouted or lost, or *that* the invoice number has been invalidated. In *the* Integrated Logistical Management System Diplomatic Pouch and Mail *tracking system* (ILMS DPM), breaks in sequence occur when an invoice is generated but not used; the computer-based system helps to identify breaks in sequence and why they occur.

b. Any break in invoice numbers must be reported immediately via e-mail to the originator *and* copy DPM-Answerperson@state.gov.

c. The following information must be included in emails reporting breaks in pouch invoice series:

(1) Sending/receiving post;

(2) Missing series numbers, i.e., A-36 through A-40;

(3) The air waybill number if known; and

(4) Any additional information that might aid in pouch tracing.

14 FAH-4 H-253 CHECKING ACCOUNTABLE ITEMS

(CT:DPM-11; 07-31-2014)

a. The integrity of the diplomatic pouch system depends on *the* accurate handling of all accountable items.

b. For each accountable item listed on the invoice, there must be a corresponding item in the pouch. If *the invoice lists* an accountable item *that* is not in the pouch, or if accountable tracking numbers do not match the invoice, *you must*

notify the originator via e-mail within 24 hours.

14 FAH-4 H-254 PROCESSING INVOICES

(CT:DPM-11; 07-31-2014)

a. *Incoming pouches must contain a copy of the Pouch Invoice (Form* DS-3082*). Receipt of registered items must be verified and entered as "received" in ILMS. The following steps must be followed:*

   (1) Registered item numbers listed on the invoice must be verified against the items in the pouch (do not take for granted the invoice/contents match);

   (2) Once the items have been verified, enter the item information in ILMS; and

   (3) File the invoice or destroy by shredding.

b. *If any discrepancies are identified, contact the DPM Answerperson (*DPM-Answerperson@state.gov) *for assistance.*

14 FAH-4 H-255 DISTRIBUTING ITEMS

14 FAH-4 H-255.1 Safeguarding Items

(CT:DPM-11; 07-31-2014)

a. Receipt by mailroom personnel of accountable and non-accountable items arriving by classified or unclassified pouch does not constitute final receipt of the item. *Final receipt* occurs when the item is picked up by or delivered to the destination office or individual addressee. *The* PCO is responsible for the safeguarding of items under *their* control until final receipt.

b. Inbound classified items must be stored under the control of the PCO in approved security containers in a controlled access area or in open storage in a vault until final receipt.

c. Inbound unclassified accountable items must be stored under the control of the PCO in a bar lock container, usually in the locked unclassified mail room, until final receipt. Other inbound unclassified items should be distributed to the addressee's mail receptacle or open-shelf storage area, in the locked unclassified mail room, as soon as possible after receipt of the pouches.

14 FAH-4 H-255.2 Signing for Accountable Items

(CT:DPM-11; 07-31-2014)

a. All accountable items, whether classified or unclassified, must be signed for before release. The signatory may be either the addressee or *his/her* designee. For *classified/*unclassified item pickup, the signatory *must show a piece of* U.S.

Government photo identification *to the PCO or mail clerk*.

b. *At* posts, the system produces the Registered Mail Invoice DS-712 that lists all undelivered accountable items by agency. The signatories sign for accountable items, which is filed in the mail room as proof of delivery.

c. At posts, after delivery of accountable items to the addressee or designee, the PCO or designee must enter the signatory's name *(Release To)* and *Actual Pickup* date into *ILMS*, as evidence of final delivery.

14 FAH-4 H-255.3 Items for Other Agencies

(CT:DPM-11; 07-31-2014)

a. Abroad: *Posts may or may not provide* messenger service to other agencies. When an agency is in doubt, its post representative *that* should contact its parent agency *to confirm that Post does or does not provide the service to that agency*. If service is not provided to the agency, then the subject agency is responsible for arranging pick-up from the Embassy *mailroom*.

b. In Washington: Items from other agencies for onward mailing either within the continental United States (CONUS) or to DPO addresses are delivered to the originating agency's headquarters. *Agencies must pick up classified mail at their offices in the National Capital Region.*

c. DIA only accepts items for onward mailing that U.S. Defense Attaché *office send*. *It does* not *accept mail* for *the Office of Defense Cooperation (*ODC*)*, *Security Assistance Office (*SAO*)*, *Military Assistance Group (*MAG*)*, or any other military element.

14 FAH-4 H-255.4 Forwarding Items for Transferred Employees

(CT:DPM-11; 07-31-2014)

a. Personal letters, flats, and parcels received by pouch for employees transferred to other posts should be forwarded directly to the new post, domestic Department address, or personal domestic address, when economically feasible*:*

(1) Forward first class, priority, and express mail to the new address for 12 months after the employee's departure. After 12 months, mark the mail "return to sender" *and return to SA-32;*

(2) Forward periodicals (includes newspapers and magazines) to the new address for 60 days. Periodicals should be marked "return to sender" after 60 days only if the publisher has indicated "Address Service Requested" or has another similar endorsement. If there is no endorsement, dispose of periodicals after 60 days*; and*

(3) Forward parcels to the new pouch address for 12 months. Do not forward parcels to a domestic Department address. To forward parcels to a domestic personal address, contact the addressee for instructions on how to pay mailing costs imposed by the USPS.

b. United States Postal Service (USPS) forwarding guidelines are very detailed depending on the mailer's endorsement type. Mailer endorsements are:

(1) Address Service Requested*;*

(2) Forwarding Service Requested*;*

(3) Return Service Requested*; and*

(4) Change Service Requested

c. For further guidance, contact the DPM-Answerperson *(*DPM-Answerperson@state.gov). It may be necessary for A/LM/PMP/DPM to coordinate with the USPS to answer your inquiry.

14 FAH-4 H-256 THROUGH H-259 UNASSIGNED